

## MRDDA Contract Administration

<b>Policy and Procedure Number:</b> CA107	<b>Title:</b> Process to Create a Human Care Agreement (HCA)
<b>Effective Date:</b> April 18, 2003	<b>Revision Number:</b> 0.0
<b>Approvals:</b> Bureau Chief of Contract Administration and Bureau Chief of Program Integrity	<b>Page</b> 1 of 1

### 1.0 Policy

All new Human Care Agreements (HCA's) shall be awarded within one hundred, twenty-nine (129) business days from the submittal date by the provider.

### 2.0 Scope

The scope of this document is to establish procedures for awarding Human Care Agreements. Most of the HCA contracts are established for three (3) years. The Process to Create a Human Care Agreement shall involve the Community Based Resource Specialists, the Services Management Specialists, the Bureau Chief of Contract Administration, the Office of Contracts and Procurement (OCP), and the Bureau Chief of Program Integrity. There shall be three (3) solicitations generated each year to find qualified service providers using this method of procurement.

#### Definitions

A BAFO is a "Best and Final Offer" submitted from providers for consideration by the MRDDA in the awarding of contracts.

### 3.0 Procedures

The process is cross-functional in nature and involves all the applicable parties.

- 3.1 Thirty (30) business days prior to the planned release of a request for qualifications by the OCP, the Services Management Specialist shall discuss service needs with the Community Based Resource Specialist.
- 3.2 The Community Based Resource Specialist then develops a generic scope of services and the required qualifications desired. The criteria for evaluating the provider shall be recommended. Recommended lists of providers shall also be included. This work shall be completed within five (5) business days of initial discussions with the Services Management Specialist.
- 3.3 Once received by the Services Management Specialist, a package of information that includes the generic scope, service description, the independent government cost estimate that was prepared by the Services Management Specialist and the evaluation criteria to be used to select providers shall be sent by the Services Management Specialist to the OCP within five (5) business days.

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- 3.4 The OCP shall review the supporting documentation and prepare the announcement. The announcement shall then be provided to interested providers within ten (10) business days of the receipt of the package from the Services Management Specialist.
- 3.5 The providers shall prepare and submit qualification statements and pricing to OCP within thirty (30) business days.
- 3.6 Once received by OCP, the pricing and the qualification statement business section shall be sent to the Bureau Chief of Contract Administration and the pricing and qualification technical section shall be sent to the Bureau Chief of Program Integrity. This task shall be performed within five (5) business days of receipt.
- 3.7 The Bureau Chief of Contract Administration shall send the pricing and business section to the Services Management Specialist and the Bureau Chief of Program Integrity shall send the pricing and technical section to the Community Based Resource Specialist within three (3) business days.
- 3.8 Upon receipt, the Services Management Specialist and the Community Based Resource Specialist shall acknowledge receipt to the OCP via email and review the costs and qualifications. The Community Based Resource Specialist shall use the evaluation criteria to review the costs and technical information and submit the results to the Services Management Specialist. The Services Management Specialist shall review the financial aspects of the submittals and financial pricing assistance shall be provided from the OCP, if necessary. The Services Management Specialist sends the technical and financial evaluation results to the OCP for establishment of the competitive range. Results shall be provided to the OCP by the Services Management Specialist within ten (10) business days.
- 3.9 Once the reviews of the proposals have been received, the OCP shall establish a competitive range and a team-based negotiation plan. Providers are asked to negotiate and meetings are established. This is done within three (3) business days.
- 3.10 The providers negotiate with the OCP, Services Management Specialist and Community Based Resource Specialist and sessions are commenced within five (5) business days. (Multiple awards and out of state providers shall require additional time.)

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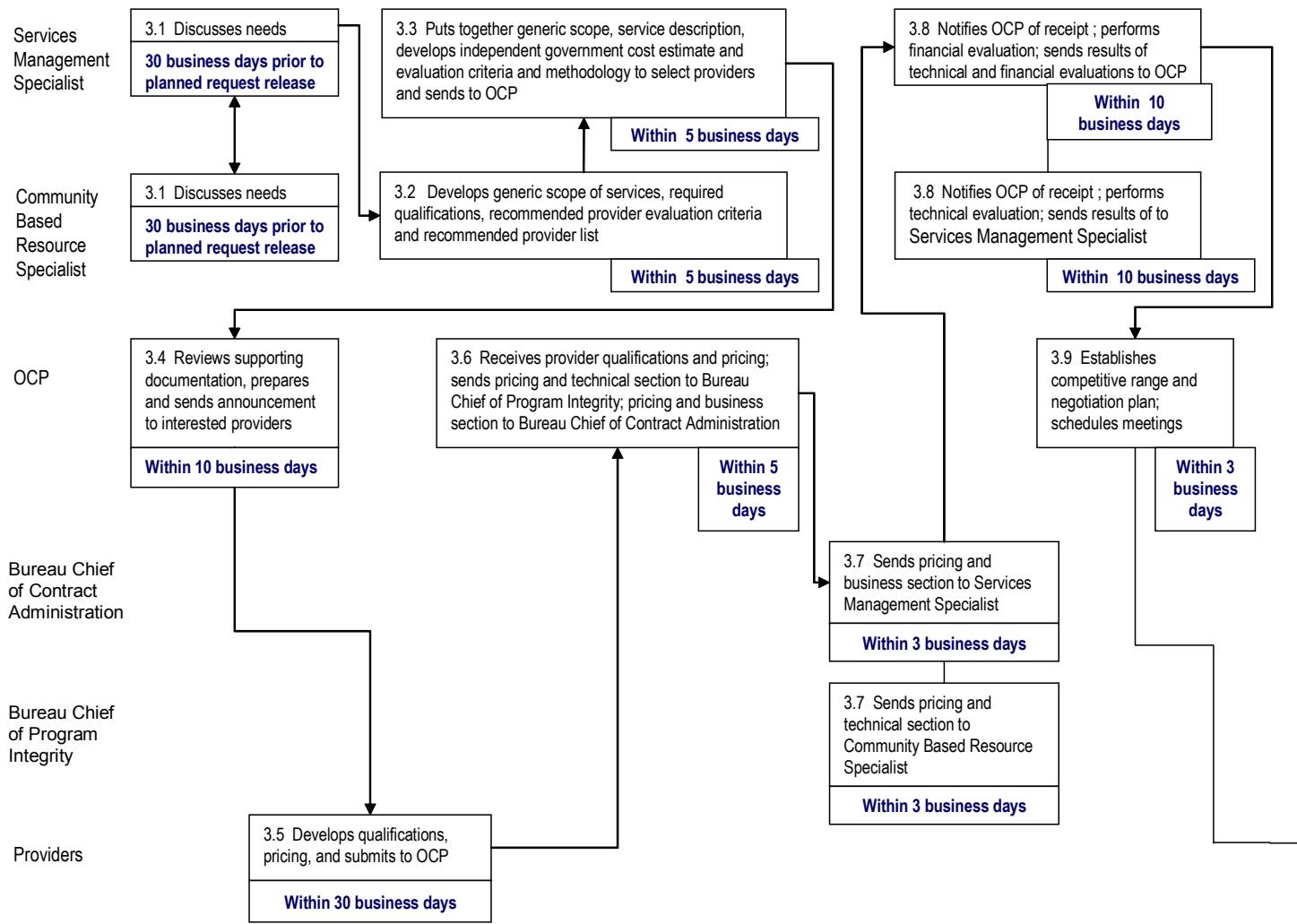
- 3.11 As a result of the joint discussions, a best and final offer (BAFO) may be requested. The BAFO shall be submitted to the OCP by the provider within five (5) business days from the conclusion of the initial negotiation meetings.
- 3.12 The outcome of the BAFO shall be sent by OCP to the Bureau Chief of Contract Administration within four (4) business days.
- 3.13 The Bureau Chief of Contract Administration shall send written authorization to award the contract to the OCP within four (4) business days.
- 3.14 The OCP shall award the contract and send it to the provider for review and signature within three (3) business days of authorization receipt from the Bureau Chief of Contract Administration.
- 3.15 The provider shall review, sign and return the contract to the OCP within three (3) business days.
- 3.16 The OCP shall sign and distribute the contract documents to Accounts Payable, Services Management Specialist, Community Based Resource Specialist and the provider within two (2) business days.
- 3.17 The Services Management Specialist and the Community Based Resource Specialist shall acknowledge receipt to OCP within two (2) business days.

### 4.0 Process Flow

The attached process flow chart indicates the above steps, the roles and responsibilities of the parties, the expected outcome, and the number of days allocated to each step in the process.

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